

DM 05-172

Retail Customer Relationships

Topic 4 Round 5

- 5-1) Electrics & VZ – Please provide your company practice and policy for extending aerial service in your maintenance area to a new residential customer where poles are placed on private property. Please include charges to the customer for poles, wire, ancillary equipment and any credit given to the customer for billing to the joint pole owner.
- 5-2) Electrics & VZ - Please provide your company practice and policy for extending aerial service in your maintenance area into a new residential subdivision where poles are placed on private property. Please include charges to the customer for poles, wire, ancillary equipment and any credit given to the builder/owner for billing to the joint pole owner.
- 5-3) VZ - When you receive a request for pole set(s) from an electric company for new services (single dwellings or multi lot subdivisions) in your maintenance area, does Verizon wait for a telephone service request from the developer/contractor or eventual customer before initiating the engineering and/or construction process? Please describe.
- 5-4) Electrics & VZ – Please provide your company practice and policy for extending aerial service in your maintenance area to a new commercial customer where poles are placed on private property. Please include charges to the customer for poles, wire, ancillary equipment and any credit given to the customer for billing to the joint pole owner.
- 5-5) Electrics & VZ - Please provide your company practice and policy for extending aerial service in your maintenance area into a new commercial subdivision where poles are placed on private property. Please include charges to the customer for poles, wire, ancillary equipment and any credit given to the builder/owner for billing to the joint pole owner.
- 5-6) VZ- When a customer places an order for service and multiple poles need to be installed that the customer pays for, is there a contract involved between the customer and Verizon? If so, please provide a copy of such a contract.
- 5-7) VZ - Would you set joint poles as a result of a request for a private property pole line extension in your maintenance area when the request originates from a builder who is constructing a speculative home? Would you set joint poles as a result of a request for a public or combination public/private property pole line extension in your maintenance area when the request originates from a builder who is constructing a speculative home?

- 5-8) Electrics & VZ – In general, what is the process for informing customers of the status of their service order and specifically how are delays in pole placement communicated to the customers?
- 5-9) Electrics & VZ - Does your company have practices or policies governing the timely placement of poles for new service? If yes, please provide copies or a narrative explaining the specific practices or policies.
- 5-10) Electrics & VZ - Generally, when meeting with a customer for new service involving a pole set, what does your company quote the customer in terms of time to install the poles? Is the quote to the customer different if the new pole is set outside your maintenance area by a joint owner?
- 5-11) Electrics & VZ - How many service orders have been held beyond the customer due date for pole installations from January 1, 2005 to present?
- 5-12) Electrics & VZ - How many of the service orders above could not be completed on time because of customer reasons, i.e. customer trimming, easement completion, etc. How many could not be completed on time because of company reasons, i.e. force, schedule, etc.
- 5-13) Electrics & VZ - What is the average clearance time for service orders held beyond the customer due date that were delayed for pole sets (January 1, 2005 to present)?
- 5-14) Electrics & VZ - When an installation of service requires the placement of new pole(s) at customer expense, what is the average elapsed time to estimate the cost of the work and cause the issuance of a service contract to the customer (January 1, 2006 to present)? Is this time included or excluded from the total elapsed time to provide service (i.e. date of service request to order completion date).
- 5-15) Electrics & VZ - Is there an automatic cancellation of pole orders/service requests held for company reasons if not completed in a specified period of time? If so, what is that specified period of time?
- 5-16) VZ – Are field/turf engineers measured or graded on their ability to manage held orders in their turf areas?
- 5-17) Electrics & VZ - From January 1, 2005 to present, please provide the number of service orders held for pole installation that have exceeded 30 days, 60 days and 90 days before completion.
- 5-18) Electrics & VZ - Please describe the process for prioritizing service orders. What are the criteria for prioritization? How is the priority assignment reflected in the work schedule?
- 5-19) VZ - What is Verizon's policy for allowing an electric company to set a new pole(s) for a new service(s) in Verizon's maintenance area?

- 5-20) VZ - What is Verizon's policy for allowing an electric company to replace a "main line" pole in connection with a new service pole in Verizon's maintenance area?
- 5-21) Electrics & VZ – What prevents you from setting poles in your co-owner's maintenance area when your IOP permits either co-owner to provide facilities to meet their customer's timing needs?
- 5-22) Electrics & VZ- Has your company experienced delays in pole sets in the co-owner's maintenance area for new dwellings/buildings and/or multi-lot residential or commercial subdivisions? If so, please explain.
- 5-23) Electrics & VZ - If there is a delay in providing service to your customer as a result of a joint owner's inability to set a pole in its maintenance area in a reasonable time frame, what is your company's policy for resolving the delay?
- 5-24) Electrics & VZ - Do you experience customer complaints as a result of delays in pole setting for new service? Do the complaints and number of complaints differ depending on whose maintenance area is involved? If yes, please describe the nature of the complaints.
- 5-25) Electrics - Does your company encounter scheduling difficulties in meeting customer need dates as a result of delays or untimely pole sets in Verizon maintenance area? If yes, please describe the difficulties.
- 5-26) Contractors - Is there a difference in response time when requesting service and/or pole sets when working in an electric company's maintenance area versus Verizon's maintenance area? If yes, please describe the difference.